



Nevada Association of County Human Services Administrators

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Several NACHSA members also serve as Community Action Agencies in their communities. The purpose of Nevada Community Action Association (NCAA) is to provide training, technical assistance, and collaborative partnering to support implementation of programs and activities designed to eliminate poverty and improve communities. The NCAA members are denoted with an asterisk.

Mission

The **Nevada Association of County Human Services Administrators (NACHSA)** unites directors of county social/human service departments in Nevada by focusing the collective experience to respond to the ever-changing and increasing challenges facing the families and individuals served. NACHSA strives to improve public policy and strengthen the capacity of local county departments to deliver efficient and effective services.

- **ADVOCATE** for policies that will serve the needs of the residents in Nevada communities.
- **EDUCATE** state and federal policy makers and the public regarding the impact of human services policies on individuals, families, communities, and county social/human services operations.
- **COLLABORATE** with government and community-based organizations to ensure efficient and effective service delivery.
- **FACILITATE** communication between and among county social/human services departments, state and federal administrative agencies, and local community based partners, including the exchange of knowledge and best and promising practices.

Guiding Principles

Human service needs cut across social, economic, and geographic boundaries, and intersect every aspect of a community's life. Recognizing that the health and human service needs of each community are complex and often inter-related, the Nevada Association of County Human Services Administrators adopted the following guiding principles:

1. We will partner with one another and with our communities using innovative means to better meet the needs of individuals and families.
2. We will share our successes and work collaboratively to meet mutual challenges and achieve our joint goals.
3. We will support and empower our colleagues, individually and collectively, to develop and sustain our capacity to carry out NACHSA's mission.
4. We will encourage all members to contribute to the success of our mission.

Although County social/human services departments have their foundations based in Nevada Revised Statutes regarding the indigent population, most counties have expanded this mission to include preventative and supportive services to assist individuals in maintaining self-sufficiency and remaining independent of NRS mandated services. These services are highlighted on the individual County page in this document.

Who We Serve

Those in need of county-funded health and human services are the county's indigent residents that don't meet the eligibility criteria to qualify for other assistance programs. Mostly, they are the working poor, those who are struggling to make ends meet, or need temporary assistance to prevent a catastrophic situation.

They are also children of low-income working parents, isolated seniors without family or transportation, individuals with disabilities who are waiting to receive benefits, and those in mental health crisis.

NACHSA Value to Community

- ◆ Contribute to economic development by improving the standard of living and economic health of at-risk county residents
- ◆ Improve quality of life by supporting a stronger community
- ◆ Serve as a safety net to at-risk residents with no other options
- ◆ Deliver a high return on taxpayer and grant investment through lower cost, front-end preventative based services
- ◆ Achieve cost-savings by preventing catastrophic circumstances for some residents, which can have a ripple effect on the community (hospitals, law enforcement, etc.)
- ◆ Balance the Counties responsibility to the Nevada Revised Statues with the responsibility to individual tax payers (responsible stewards of public funds)

County Social/Human Services

Human Services is a broadly defined field, uniquely approaching the objective of meeting human needs through an interdisciplinary knowledge base, focusing on prevention as well as remediation of problems and maintaining a commitment to improving the overall quality of life of service populations.

- ◆ We provide support and relief to county residents in accordance with Nevada’s statutory mandates;
- ◆ We implement evidence-based and promising practices;
- ◆ We advocate for client rights;
- ◆ We conduct community outreach and provide leadership for community collaboration;
- ◆ We advocate for enhanced Nevada Department of Health and Human Services throughout the counties; and
- ◆ We facilitate the budgetary and legislative actions approved by the 2011 Legislature to transfer specific Health and Human Services to the counties. In most cases the Counties are charged “assessments” for the services provided by the State Department of Health and Human Services.

Examples of Customized County Human Services Solutions

County Social/Human Services is not a “one size fits all” equation—especially throughout the urban, rural, and frontier counties of Nevada. Individual counties customize human service solutions to respond to local needs in their respective communities. Programs and services may include the following:

- ◆ NRS 428 – covered inpatient hospital care, skilled nursing facilities, outpatient medical, and burial and cremation services
- ◆ Information and referral, assessment of needs, and connection to resources
- ◆ Case management
- ◆ Employment services
- ◆ Housing and supportive services, including homeless prevention
- ◆ Homemaker services
- ◆ Children’s services, including Women, Infants, and Children (WIC), home visiting, and family support services
- ◆ Assistance with medical costs for victims of crimes, including sexual assault
- ◆ Payment for medical exams prior to involuntary commitment
- ◆ Assistance with meeting emergency basic needs
- ◆ Operation and management of senior centers, including limited transportation services
- ◆ Independent living supports for seniors and individuals with disabilities
- ◆ Forensic Assessment Services Triage Team (FASTT) and Mobile Outreach Safety Team (MOST) for incarcerated individuals and those experiencing a mental health crisis
- ◆ Assistance with securing medical insurance coverage
- ◆ Inmate medical costs
- ◆ Community Health Nursing

Carson City Health and Human Services (CCHHS)

Carson City Human Services is a community action agency providing a variety of services to the Carson City community. Human Services is responsible for ensuring that the City meets its health, welfare, and community responsibilities as set forth in the Nevada Revised Statutes and city ordinances. The primary mandates are to provide services to the City's indigent residents, and as a community action agency assist them in becoming self-sufficient. Such emergency services may include:

- ◆ **Rental assistance**
- ◆ **Utility assistance (electric and gas)**
- ◆ **Prescription assistance**
- ◆ **Indigent medical**
- ◆ **Indigent burial**
- ◆ **Long-term care**
- ◆ **Assistance to sexual assault victims**
- ◆ **Emergency travel assistance**

To expand services and offer long term solutions, CCHHS provides grant programs designed to stabilize households and prevent future emergencies.



PARTNERS

Nevada State Welfare – onsite services for Medicaid and SNAP applications/questions

Northern Nevada Center for Independent Living – onsite twice per month for services for individuals with disabilities

Access to Healthcare Network – onsite once per week as the Aging and Disability Resource Center

Nevada State Bank – provides Financial Literacy workshops

Carson City residents – volunteers provide Life Skill Workshops including nutrition, healthy relationships, and more

Through service and education, Carson City Health and Human Services is committed to supporting those in need in the community.

NACHSA Contact:

Carson City Health and Human Services

**Mary Jane Ostrander, Human Services
Division Manager**

900 E. Long St.

Carson City, NV 89706

Phone: 775-887-2110 / Fax: 775-887-2539

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Services

Case Management Services

- ◆ CCHHS is the homeless coordinated entry agency for the Carson City area. A Coordinated Entry System (CES) coordinates access, assessment, prioritization, and referral for housing and supports for people experiencing, or at imminent risk for, homelessness in a community.
- ◆ Housing programs for the homeless and at risk of becoming homeless, includes case management.
- ◆ Self-sufficiency goal planning

Community Health Worker

A resource liaison to assist residents in breaking the barriers that prevent access to services. Providing direct services, such as:

- ◆ Care coordination
- ◆ Advocate for community needs
- ◆ Health education and information
- ◆ Individualized planning
- ◆ Connection to community resources
- ◆ Discharge planning in healthcare and criminal justice system
 - ◇ Member of FASTT – Forensic Assessment Services Triage Team

Financial Literacy Education

- ◆ Through a partnership with financial professionals CCHHS offers financial literacy education to residents of Carson City
- ◆ Budgeting
- ◆ Credit Basics
- ◆ Taking Control of your Credit

- ◆ Protecting your Financial Identity
- ◆ Things Don't Just Happen

Women, Infants, and Children (WIC)

WIC is a federally funded health and nutrition program to help women, infants, and children eat well and stay healthy.

WIC can help low income families, nutritionally at risk or receiving TANF, Medicaid, or SNAP benefits.

- ◆ Pregnant women
- ◆ Breastfeeding women
- ◆ Infants and children up to age 5
- ◆ WIC provides:
 - ◇ Nutrition and health information
 - ◇ Supplement for healthy foods
 - ◇ Support and information on breastfeeding, including breast pumps as needed

Workforce

Supported solely by grants, CCHHS offers the Workforce Program to Carson City job seekers. Our case managers share their expertise in techniques used in today's job market.

- ◆ Resume Building
- ◆ Job readiness education
- ◆ Improving interview skills
- ◆ Skill building opportunities
- ◆ Job Fair coordination

Carson City residents – volunteers that provide Life Skill Workshops including nutrition, healthy relationships, and more.

CHURCHILL COUNTY

Churchill County Social Services

leads the community in taking action to end poverty. Programs provide for the health and welfare of county residents who are eligible to receive temporary assistance to gain stabilization and self-sufficiency. Individuals and families have opportunities to develop, grow, and prosper as valued, respected residents of the community. Our community is welcoming, responsive, and offers opportunity and respect for all residents through

- ◆ Quality education
- ◆ Livable wage jobs
- ◆ Affordable housing
- ◆ Recreational opportunities
- ◆ Family-orientation
- ◆ Informal support networks
- ◆ Skilled workforce
- ◆ Active faith community
- ◆ Diverse economy
- ◆ Drug-free environments
- ◆ Safety

“Most people don’t understand how much we collaborate with others in the community... one of our biggest collaborative partners is law enforcement. The County serves as the coordinating point for human service delivery.”

Churchill County Social Services’ goal is to facilitate the self-sufficiency of program recipients. These programs provide for the health and welfare of county residents who are eligible indigents to receive emergency temporary assistance.

Our vision is to support and implement programs that assist welfare recipients to grow in self-esteem and responsibility so they can move from welfare rolls to independence.

Churchill County prides itself on being a Community Action Agency and Family Resource Center that provides information, referral, volunteerism opportunities, and the dedication to provide services to our residents.



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Services Include

- ◆ Wrap Around Service Coordination to avoid eviction or disconnect
- ◆ Utility deposit assistance
- ◆ Indigent medical and prescription assistance
- ◆ Indigent burial/cremation
- ◆ Homeless housing assistance
 - Housing counseling
 - Three additional housing programs; two weeks, six months, or up to 24 months with intense case management
- ◆ FASTT—inmate reentry program in local adult detention center
- ◆ CIT—Crisis Intervention Training
- ◆ Community Resource/Partnership Collaboration
- ◆ Annual Wishing Tree/Holiday Gift Program
- ◆ Employment support and employer outreach services
- ◆ Partnerships to provide mobile case management to increase independent living for all populations
- ◆ Public Guardianship
- ◆ Community education for community health, child abuse prevention and overall community population

NACHSA
 Churchill County Social Services
Shannon Ernst, Director and Public Guardian
 485 West B Street, #105
 Fallon, NV 89406
 Phone: 775-423-6695/Fax: 775-423-8057
 Email: socialservices@churchillcounty.org

Trends

- ◆ Increased evictions, and residents in need of mortgage and rental assistance
- ◆ The population expansion that resulted from the housing boom is now creating a job shortage
- ◆ Property tax caps are creating a budget crisis for many county social service departments, including Churchill County

Intake/Referral Site Services Include

- ◆ Nevada Rural Housing Authority – Section 8 voucher program, emergency rent and utility assistance
- ◆ Emergency Assistance Program – to aid in annual utility services with non-profit and faith based organizations
- ◆ Homeowner rehabilitation and weatherization programs
- ◆ Emergency food services to non-profit and faith based organizations
- ◆ Adult education programs
- ◆ Mobile Case Management
- ◆ FASTT Case Management
- ◆ Job skill services
- ◆ Parenting classes
- ◆ Nevada State supportive services
- ◆ First-time Homebuyer programs
- ◆ Emergency Clothing Program

CLARK COUNTY

Clark County Social Services

provides aid and relief to indigent residents who are not eligible for other State, Federal or Local programs. Social Services is responsible for ensuring that Clark County meets its health, welfare and community responsibilities as pursuant to Nevada Revised Statutes and Clark County ordinances. The primary mandates are to provide financial and transportation assistance, and long-term nursing care assistance. Social Services is also responsible for other services and programs as assigned by the Board of County Commissioners.

MISSION
Provide a safety net of human services to a growing community.

VISION
Self-Sufficiency for at-risk people through a variety of services.

Services

Financial Assistance

- ◆ Rental: Provides limited assistance for rental and related household expenses to indigent residents of Clark County
- ◆ Transportation: Provides local transportation for eligible residents to medical appointments, and travel assistance to eligible individuals to residences outside Clark County
- ◆ Burials & Cremations: For eligible citizens of Clark County



Long-term Care

Provides financial assistance and placement in adult day care and group care facilities, and nursing homes to eligible residents who are unable to live independently. Preserves independence and ensures cost-efficient care is provided.

Homemaker Services

Provides assistance to seniors and disabled residents who need in-home support with grocery shopping, prescription pickup, laundry, light housekeeping, and meal preparation. Alternative Home Care provides assistance on a short-term basis for residents who have been discharged from the hospital in the past 30 days and need assistance with regaining independence.

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“Poverty has a ripple effect on the community.”

Coordinated Intake

Social Services serves as the coordinated intake “hub” in Southern Nevada for single, homeless adults without children. Residents needing housing are assessed for all Social Service and Continuum of Care programs in the community. Clients are matched to the appropriate housing, while community providers focus on service provision.

Continuum of Care (CoC)

Established by the U.S. Department of Housing and Urban Development in 2009, the CoC addresses homelessness. Jurisdictions meet certain rules and regulations to compete for federal funding that supports efforts to rapidly re-house homeless individuals and families. Social Services acts as the Collaborative Applicant for the Southern Nevada CoC and compiles the local consolidated application to HUD.

Community Resources Management

Serves approximately 100 nonprofit organizations with active grant funding. More than 134 public facilities and more than 12,000 units of new affordable housing in rural and urban Clark County have been constructed, developed or rehabilitated to date with Clark County and HUD funding.

Ryan White HIV/AIDS Part A

Provides contracted services including medical and supportive services, such as case management, substance abuse counseling, mental health service, emergency financial assistance and food bank.

Step Up

Assists aged-out foster youth (ages 18-21) with attaining economic self-sufficiency and stable housing by providing rental assistance, and services related job search, parenting, hygiene and Medicaid enrollment.

U.S. Department of Housing & Urban Development

2017 Annual Homeless Assessment Report

Southern Nevada Point-in-Time Estimates of Homelessness:

6,490	Total homeless
2,174	Unaccompanied homeless youth
702	Veterans
446	Chronically Homeless

NACHSA Contact:
Clark County Social Services
Mike Pawlak, Director

1600 Pinto Lane
Las Vegas, NV 89106

Phone: 702-455-5596 / Fax: 702-455-3896

Email: MJP@clarkcountynv.gov



DOUGLAS COUNTY

Douglas County Social Services

Case Management

- ◆ Personal Case Planning for stability in every household
- ◆ Job readiness and workforce skills development
- ◆ Child care, before and after-school care
- ◆ Energy Assistance intake site
- ◆ Emergency Transportation
- ◆ Connections to all services in and around our community
- ◆ Internet and phone available to the public

Support Services

- ◆ Information provided about available support and assistance programs in our neighborhood, county, and state
- ◆ Accountability of all adult participants
- ◆ Education about resources
- ◆ Our excellent partnership with the Douglas County Food Closet ensures that no Douglas County resident should ever experience food insecurity
- ◆ Division of Welfare and Supportive Services outreach available five days a week

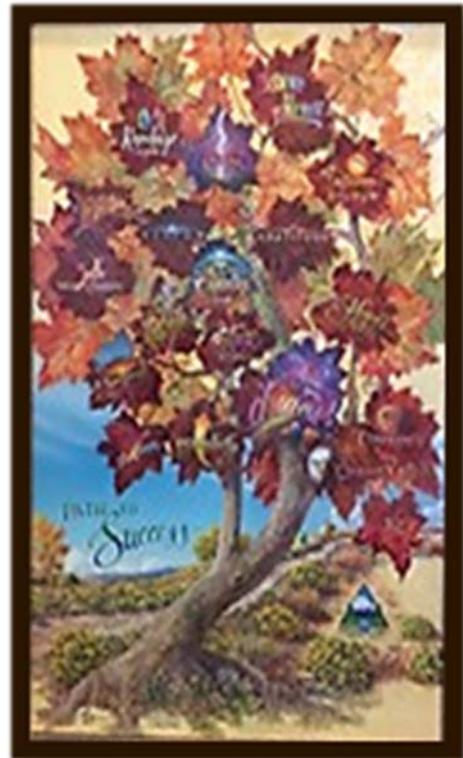
Medical Assistance

- ◆ Adult group and long-term care assistance
- ◆ Burial/Cremation
- ◆ Funds for counseling and medical treatment for victims of sexual assault and their families
- ◆ Medicaid enrollment on site

NACHSA Contact:
Douglas County Social Services
Karen Beckerbauer, Manager
PO Box 218
Minden, NV 89423
Phone: 775-782-9825 / Fax: 775-782-9874
Email: kbeckerbauer@douglasnv.us

Our Mission

Providing support, education and personal case planning to promote and encourage self-sufficiency.



“As times change, so does our approach to our clients’ and community’s needs. With a dramatic move away from emergency services, our focus is on building a stronger community, one household at a time. Intensive Case Management services are provided for every financial program offered. This gives us the best return on our investment and allows the best opportunity for success for all of us.”

Elko County Social Services

Elko County Social Services is committed to serving individuals and families in need, and strives to make the process as easy as possible.

General/Medical Assistance

If eligibility and financial guidelines are met, the following services may be provided

- ◆ Rental assistance
- ◆ Utility assistance
- ◆ SAFE & Share programs
- ◆ Low Income Housing Energy Assistance
- ◆ Cremation
- ◆ Prescription resources/assistance programs
- ◆ Funds for counseling and medical treatment for victims of sexual assault
- ◆ Transportation
- ◆ Food Program of Nevada (Jackpot only)
- ◆ Referral employment training

These programs also aid eligible individuals, or those who have pending cases with Workers Compensation, State Medicare, or Social Security.

Information & Referral

Through case management, we can direct and make referrals to other community agencies that provide services to needy families and individuals.

NACHSA Contact:
Elko County Human Services Department
Amanda Osborne, Administrator
571 Idaho Street
Elko, NV 89801
Phone: 775-738-4375/Fax: 775-738-5984
Email: aosborne@elkocountynv.net

Group Care Placements

Persons in need of greater supervision and care than is available to them in their present independent living arrangement may apply for placement in alternate living facilities. Applicants will be screened by applying Medicare and Medicaid standards to determine the level of care and length of care needed. An applicant may be placed in one of the following types of facilities: Family Group Home or Adult Group Care Home.

Extended Care Facilities

Elko County provides health care assistance and institutional care for both resident and transient individuals who qualify as medically indigent and who do not have resources of general, state, or community programs for needed health care. Eligibility is based on Department standards.

Our Vision

Elko County's goal is to eliminate homelessness through interim assistance and provide basic tools which will move low-income individuals and families toward a better quality of life.

Our primary objective is to ensure services are available to eligible low-income families and individuals, and are provided in a timely manner that promotes and encourages self-sufficiency.

ESMERALDA COUNTY

Esmeralda County's population was estimated at 1,187 in 2009. Goldfield, the County Seat, is home to an estimated 441 residents, the most populated town in the County (US Census Bureau).

The County's per capita income in 2006 was \$18,971.

15.3 percent of the total population and 7.5 percent of all families live **below** poverty level

- 9.7 percent are under 18 years of age
- 11.4 percent are 65 or older

NACHSA Contact:
Esmeralda County
Lacinda Elgan, Clerk-Treasurer
PO Box 547
Goldfield, NV 89013
Phone: 775-485-6309/Fax: 775-485-6376
Email: celgan@citlink.net

EUREKA COUNTY

Mining built the community of Eureka in the late 1800s and mining today is still the major economic activity in **Eureka County**. In 1998, 84 percent of all jobs were in the mining industry. However, according to a study by the Center of Economic Development at the University of Nevada, Reno, mining production is expected to decrease 100 percent by 2018 unless new reserves are discovered.

NACHSA Contact:
Eureka County Social Services
Millie Oram, Coordinator
PO Box 241
Eureka, NV 89316
Phone: 775-237-5597/Fax: 775-237-6024
Email: moram@eurekacounty.gov

Senior Services

- ◆ Transportation
- ◆ Meals
 - Center-based & Home-bound
- ◆ Housekeeping
- ◆ Food Pantry
- ◆ Referral Services
 - Low Income Energy Assistance; USDA and Medicare

HUMBOLDT COUNTY

Like many of our neighboring communities, Humboldt County residents live in a “boom and bust” economy based on the mining industry. During lean times, Human Services assists in bridging the gaps to prevent homelessness by providing temporary services and referrals.

Services for qualifying residents include

- ◆ Utility bill assistance – NV Energy’s SAFE Program, Southwest Gas’ SHARE Program, Harney Electric
- ◆ Prescription assistance
- ◆ Short-term rental assistance
- ◆ Burial/cremation assistance
- ◆ Firewood/propane voucher
- ◆ Laundry voucher
- ◆ Adult group care and long-term facilities

Transient services offered

- ◆ Emergency shelter assistance – motel voucher
- ◆ Gasoline voucher

“Giving a Hand Up Not a Hand Out”

NACHSA Contact:
Humboldt County Human Services
Niki Linn, Coordinator
801 Fairgrounds Road
Winnemucca, NV 89445
Phone: 775- 623-6342 / Fax 775-623-6488
Email: Niki.linn@hcnv.us

There are many other community service agencies in Humboldt County and we strive to work together for the best possible outcome for those we serve. Some of our partner agencies include:

- ◆ *Family Support Center ~ counseling, parenting classes, wellness counseling*
- ◆ *Frontier Community Action Agency ~ housing, TEFAP Commodities, grief support groups*
- ◆ *JobConnect ~ Employment training, job search, MSHA training, resume building*
- ◆ *Vocational Rehab*
- ◆ *Humboldt General Hospital ~ Social Worker and Case Manager coordination*
- ◆ *Division of Child & Family Services and Differential Response*
- ◆ *Winnemucca Rural Clinic*
- ◆ *Law Enforcement / First Responders*

Humboldt County Human Services also works closely with the Specialty Courts to prevent homelessness when it is necessary for a participant to change his/her living situation.



The Heart and Soul of Lander County Social Services

“We supply health and safety to our families in need... elderly as well as young families. We live in such a boom and bust economy – when the mines have jobs, people are doing okay; during a bust, there are no services available.”

“One advantage to living in a rural county is that people in need can get immediate access to someone that can help – they can talk to a real person, and they don’t have to wait.”

Services

- ◆ Indigent medical assistance
- ◆ Burials
- ◆ Long-term care
- ◆ Emergency services (food, shelter, transportation)
- ◆ Utility assistance
- ◆ Referral services (assistance with accessing Medicaid, CHIPS, housing trust funds, energy assistance, out-of-county services)
- ◆ Senior support services
- ◆ Youth support services

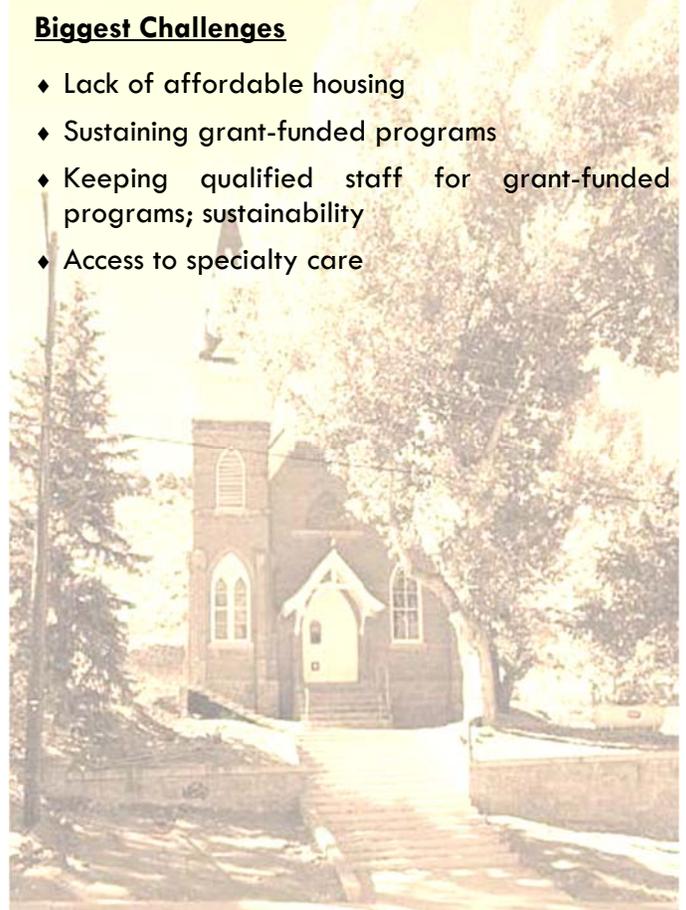
Special Features of Lander County Social Services

- ◆ The “Department” is a one-person staff that administers programs, manages budgets, and develops additional resources in order to fill gaps and ensure that services are available to county residents in need.
- ◆ Partnerships with the community (employers, human service agencies, churches, service organizations, Family Resource Center, Sierra Pacific Power Company, and others) are critical to making it all work.
- ◆ **Lander County Social Services** was instrumental in getting an eight-unit housing complex for seniors with disabilities built with business and industry funds, which is now fully occupied.

NACHSA Contact:
Lander County Department of Social
Services
Sandi Smith, Director
365 E. 4th Street
Battle Mountain, NV 89820
Phone: 775-635-2503/Fax: 775-635-3116
Email: lcss@att.net

Biggest Challenges

- ◆ Lack of affordable housing
- ◆ Sustaining grant-funded programs
- ◆ Keeping qualified staff for grant-funded programs; sustainability
- ◆ Access to specialty care



LINCOLN COUNTY

Services

- ◆ Senior services
- ◆ Mobile Pantries
- ◆ Food bank for residents
- ◆ Transportation assistance
- ◆ Emergency medical care
- ◆ Long-term care
- ◆ Domestic violence services (in partnership with Eureka and White Pine counties)

"Lincoln County Human Services has forged a close partnership with other county departments - such as emergency management and public works – which helps the County develop innovative solutions for community problems that go way beyond traditional social services."

"We are able to work together. Instead of throwing someone in jail, the Sheriff's office calls us. We don't leave people by the wayside; we're still a village. We make sure people are safe; we take care of everything that we're supposed to."

Issues

- ◆ With anticipated rapid changes resulting from housing developments expanding into Lincoln County from Clark County, the building of a power plant, and the 2004 BLM Land Act, the county will be facing large increases in population and potential changes in lifestyle in the next two decades.
- ◆ Lincoln County has a high incidence of cancer, as a result of its location downwind from the Nevada test site.
- ◆ Because there is no Nevada State Welfare Office in Lincoln County, residents have to travel to Ely or Las Vegas for food stamps and cash assistance. There is also no bus system in the county.
- ◆ The county's funding for long-term care usually runs out before the end of the fiscal year, so churches and volunteer organizations step in to fill the gap. This often means that the only option for residents in need of long-term care is to leave the county in order to access it.
- ◆ The financial quality of life is perceived as weak and many low income residents struggle for necessities. The highest areas of concern for the community are access to health care, affordable housing, substance abuse, and employment training.
- ◆ A 2004 needs assessment survey conducted by the University of Nevada Cooperative Extension Program in Lincoln County identified jobs and stable income as the strongest need for the community.

NACHSA Contact:

Lincoln County Human Services

Toni Acuff, Human Services Director

PO Box 508

Panaca, NV 89042-0508

Phone: 775-962-8084/Fax: 775-728-4297

Email: Humanservices@lincolnnvcom

LYON COUNTY

Lyon County Human Services' primary responsibility is to provide for the human service needs of the county's residents - especially those most at risk.

The mission of the Lyon County Human Services Department is to enhance the well-being of individuals and families across the lifespan.

- ◆ Lyon County is experiencing a boom in the housing market. Recent rental increases of 31% have resulted in increased evictions and challenges for harder to house individuals.
- ◆ Employers are utilizing staffing agencies to fill their employment needs, therefore employees are not being offered employer provided benefits, are making lower wages, and no longer qualify for state benefit assistance.
- ◆ Services for children with special needs are becoming more difficult to access and maintain due to lack of transportation, pay source, and other system barriers.
- ◆ With the increase in grandparents raising grandchildren, additional resources are necessary to support the new responsibilities of these grandparents. This also reflects the parents' need for help.
- ◆ More individuals are presenting with complex behavioral health needs. The lack of local service provider capacity creates a greater challenge for providing effective case management services.
- ◆ Lyon County has seen an increase in the number of individuals entering into retirement early due to the Great Recession. These seniors, living on a fixed income, are now seeking services as the cost of living continues to increase.

"I have been holding onto the hope that my daughter would get it together. However I have fully accepted that I will be raising my grandchild. I am grateful for the support of the community, Lyon County Human Services, and my friends."

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Lyon County Human Services
Edrie LaVoie, Director
620 Lake Avenue
Silver Springs, NV 89429
Phone: 775-577-5009/Fax: 775-577-5093
Email: elavoie@lyon-county.org

- ◆ On a national level, the average life expectancy is higher than any other period in history. Lyon County is seeing this trend on a local level with more seniors reaching their 90s and expecting to reach their 100s. With longer lives, there has been an increased need for services that provide seniors the opportunity to live independently.
- ◆ The baby boomer generation of seniors are aging differently than their older predecessors, with an increased number of young seniors being caregivers for their parents and other relatives. These seniors are seeking assistance with respite care and additional financial supports.

ADMINISTRATIVE SERVICES

- ◆ Facilitation and coordination of department **logistics**, including administrative staff, grants and fiscal management, vehicles, facilities, IT, personnel, and resources
- ◆ Oversight of the **Family Resource Center** that provides information and referrals to case management for families in need of assistance in accessing services and programs that will strengthen and support the family

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CHILDREN'S SERVICES

- ◆ **Women, Infants, and Children (WIC)** Breast feeding support, supplemental nutritious foods, and nutrition education
- ◆ **Differential Response** is a partnership with Division of Child and Family Services to help at-risk families access services
- ◆ **Family Support Program** works with families and service providers to promote and provide support for families who are in need of assistance
- ◆ **Nevada Home Visiting** provides home visits to support positive parenting, develop nurturing homes, and promote healthy child development
- ◆ **Parenting Classes**, include Parent Project, which is a 10-week parenting skills program specifically designed for parents with strong-willed or out-of-control children
- ◆ **Cribs for Kids and Car Seat Program** provides child safety, education, and resources to parents
- ◆ **ASQ/ASQ-SE** is a developmental and social emotional screening for young children

SENIOR SERVICES

- ◆ Four Lyon County **Senior Centers** provide on-site dining and home-delivered meals, volunteer opportunities, and social and recreational activities
- ◆ **Transportation** access to the senior centers, personal errands, shopping, and medical appointments
- ◆ **Health and Wellness** events offer seniors educational opportunities related to healthy living
- ◆ **Extended Care** provides financial assistance for individuals without adequate resources who require alternate living arrangements
- ◆ **Independent Living Program** assists older adults to remain living independently through case management services that identify needs and assist with accessing and coordinating services
- ◆ **Aging and Disability Resource Center** provides advocacy and options counseling and assistance for seniors and individuals with disabilities

ADULT SERVICES

- ◆ **Emergency Services** conducts intake and eligibility determination for individuals seeking emergency assistance in meeting basic needs
- ◆ **Housing Program** provides a statewide Coordinated Entry and case management service for housing search, placement, and stabilization services
- ◆ The **Employment Program** is a six series, interactive program focused on securing and retaining employment
- ◆ The **Literacy Program** offers financial literacy assistance to educate and assist with income and expense review, budget development, and monitoring
- ◆ **Health Care Assistance Program** provides financial assistance for burial/cremation and other eligible medical services for indigent individuals
- ◆ **Forensic Assessment Services Triage Team (FASTT)** is a multi-disciplinary approach that assists incarcerated individuals in developing a post release plan that will connect them to resources and services
- ◆ **The Mobile Outreach Safety Team (MOST)** program diverts individuals experiencing a behavioral health crisis away from the criminal justice system and hospital emergency rooms

MINERAL COUNTY



Mineral County works hand in hand with Consolidated Agencies of Human Services (CAHS), a non-profit community action agency, to serve low-income residents. This partnership is unique in Nevada, where a community-based organization functions as a county welfare office. Together, they ensure that the following services are available:

- ◆ Referrals to appropriate service providers
- ◆ Rental assistance
- ◆ Utility assistance
- ◆ Emergency shelter
- ◆ Emergency meals
- ◆ Food pantry
- ◆ Food commodities
- ◆ Emergency transportation assistance
- ◆ Limited education assistance
- ◆ Medical and prescription assistance
- ◆ Indigent cremation
- ◆ Clothing program
- ◆ Case management
- ◆ Assistance in applying for State and Federal programs

NACHSA Contact:
Mineral County Social Services
Chris Nepper, Clerk-Treasurer
PO Box 1450
Hawthorne, NV 89415
Phone: 775-945-2446 / Fax: 775-945-0706
Email: clerk-treasurer@mineralcountynv.org

CAHS Contact:
Carla Hemmer, Executive Director
PO Box 331
Hawthorne, NV 89415
Phone: 775-945-2471 / Fax: 775-945-2499
Email: cahsnv@sbcglobal.net

Nye County Health and Human Services' mission is to serve the taxpayers and citizens of Nye County by providing accountable, responsible, and responsive programs, services, and referrals that promote the self-sufficiency of qualifying indigent persons through assistance with medical and other emergency needs as set forth in the Nevada Revised Statutes and County Guidelines.

Our services may include

- ◆ Emergency assistance with rent, utilities, dental, and prescription
- ◆ Medical Indigent Assistance
- ◆ Transportation and food assistance, including for eligible HIV/AIDS clients
- ◆ Women, Infants, and Children (WIC)
- ◆ Public Guardian
- ◆ Susan G. Komen assistance for diagnostic tests, transportation, lodging, and/or food associated with breast cancer detection and treatment
- ◆ Indigent Burial/Cremation
- ◆ Long Term Care and Group Home Assistance
- ◆ Sexual Assault Victim's assistance, including information and referrals to various other programs
- ◆ Nye County, in partnership with National Association of Counties (NACO), offers free prescription discount cards to all county residents
- ◆ Nye County, in partnership with NACO, has joined with Careington International Corporation to offer a comprehensive dental discount program at special reduced rates

NACHSA Contact:

Nye County Health and Human Services

Karyn Smith, Director

1981 E. Calvada Blvd. N., Suite 120

Pahrump, NV 89048

Phone: 775-751-7095/Fax: 775-751-4284

Email: ksmith@co.nye.nv.us

Special Features

- ◆ Two offices 170 miles apart, one in Pahrump, and one in Tonopah
- ◆ Twelve-person customer service oriented staff
- ◆ Active collaboration and referral relationships with other state, county, and community-based programs
- ◆ Public Transportation now available in Pahrump for local and Las Vegas trips

Greatest Needs

- ◆ Oral health care for low-income patients

"Nye County is the third largest county in the continental United States, geographically speaking. This means that County residents are very spread out, so we make sure we can offer services anywhere - whether it is food, medication, rent/utility assistance, or childcare. We bring applications to homebound residents, and assist them with the completion of these applications.

Challenges

- ◆ High influx of welfare recipients from other states
- ◆ Seasonal population spikes "snowbirds"
- ◆ Growing need for assisted living services

PERSHING COUNTY

A strong partnership exists between the county and community service organizations, this forms the safety net for members of Nevada's smaller communities.

NACHSA Contact:
Pershing County
Lacey Donaldson, Clerk-Treasurer
PO Box 820
Lovelock, NV 89419
Phone: 775-273-2208/Fax: 775-273-3015
Email: ldonaldson@pershingcounty.net
Barrie Medeiros, Indigent Services
Email: bmedeiros@pershingcounty.net

STOREY COUNTY

Storey County is run by a small county government, and therefore, each department provides multiple services. By sharing areas of responsibility, we are able to provide efficient, streamlined services.

NACHSA Contact:
Storey County
Holli Kiechler, Administrator
PO Box 176
Virginia City, NV 89440
Phone: 775-847-0968/Fax: 775-847-0949
Email: hkiechler@storeycounty.org

WASHOE COUNTY

The mission of **Washoe County Human Services Agency** is to promote the health, safety and well-being of children, adults and seniors who are vulnerable to abuse, neglect and exploitation.

We provide an array of protective and supportive services to families and individuals to enhance their quality of life by ensuring they are optimizing their self-sufficiency, as we strive to have a strengthened, safe, and thriving community.



Washoe County's Human Services Agency (HSA) is comprised of three divisions: Children's Services, Adult Services, and Senior Services, all with a common mission to assist the county's most vulnerable populations throughout their lifespan.

Whether the need be shelter, nutrition, case management, medical, legal, counseling or other supportive services, HSA aims to provide a continuum of care for those in need.

NACHSA Contact:
Washoe County Human Services Agency
Amber Howell, Director
PO Box 11130
Reno, NV 89501
Phone: 775 328-2778/Fax: 784-7339
Email: ahowell@washoecounty.us

Washoe County Human Services (HSA) encompasses the following programs

Children's Services

- ◆ Child Protection
- ◆ Foster Care
- ◆ Adoption
- ◆ Child Care & Early Childhood Services
- ◆ Independent Living
- ◆ Clinical Services

Adult Services

- ◆ Crossroads
- ◆ Sober 24
- ◆ Nursing Home Services
- ◆ Adult Group Care
- ◆ Burial & Cremation Services
- ◆ Homeless Support
- ◆ Extended Care Facility Services
- ◆ Case Management

Senior Services

- ◆ Senior Centers
- ◆ Adult Day Health
- ◆ Nutrition
- ◆ Case Management
- ◆ Representative Payee & Homemaker Services
- ◆ Senior Ambassador Program Services
- ◆ Volunteer Program Partnerships
- ◆ Legal Services
- ◆ Mental Health Support

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“HSA places people as their top priority, regardless of age! The strength of our Agency lies in its capacity to recognize the link between individuals and families and identifying their needs as a whole, rather than as separate entities. We constantly focus on streamlining invaluable services, to build healthy families and a safe place the population we serve on a path toward a healthy, stable future.”

Achievements and Successes

- ◆ Continuity between divisions to reduce barriers for those trying to access services.
- ◆ Opening of the Children’s Services Family Engagement Center. The Center is a multi-use facility aimed to help reunify children with their parents by offering a positive environment that is conducive to their visitation needs.
- ◆ Increase in Adoptions
- ◆ Expansion of the Crossroads program with the implementation of the Hope House. Crossroads provides a tiered housing approach that identifies, intervenes and stabilizes high complex homeless clients through cooperation with various community partners.
- ◆ Served more than 400,000 meals to seniors at our congregate meal site and Meals on Wheels Home Delivery Program in the last year.



Challenge Trends

- ◆ County demands due to rapid rise in population
- ◆ Need of quality foster parents
- ◆ Growing need for affordable housing
- ◆ Needs for increasing senior population

WHITE PINE COUNTY

MISSION

The Department of Social Services provides financial assistance and support services to eligible persons residing in White Pine County while encouraging their independence and self-sufficiency.

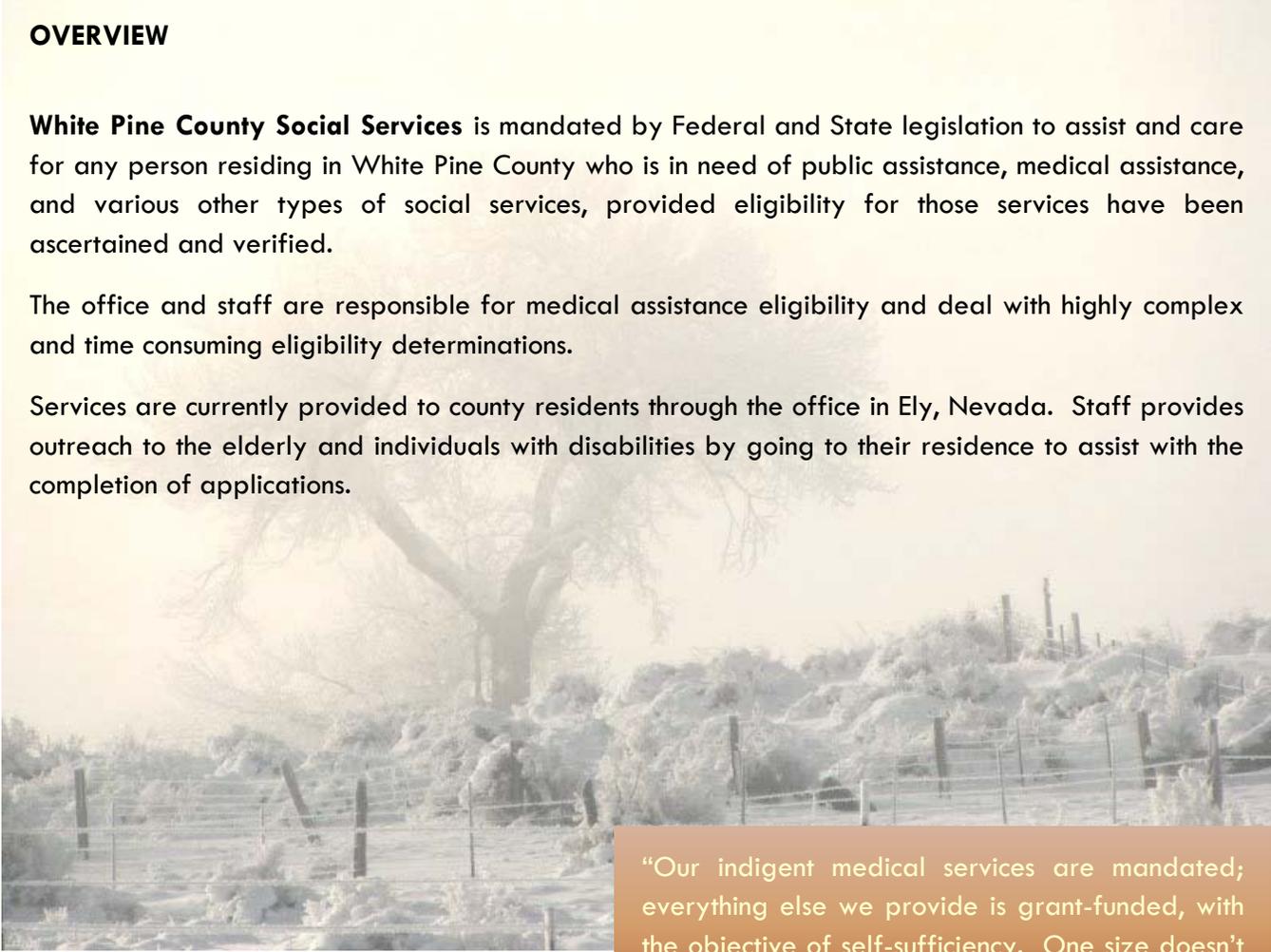
NACHSA Contact:
White Pine County Social Services
Desiree Barnson, Director
297 11th Street East, Suite 7
Ely, NV 89301
Phone: 775-293-6528/Fax: 775-289-2405
Email: dbarnson@whitepinecountynv.gov

OVERVIEW

White Pine County Social Services is mandated by Federal and State legislation to assist and care for any person residing in White Pine County who is in need of public assistance, medical assistance, and various other types of social services, provided eligibility for those services have been ascertained and verified.

The office and staff are responsible for medical assistance eligibility and deal with highly complex and time consuming eligibility determinations.

Services are currently provided to county residents through the office in Ely, Nevada. Staff provides outreach to the elderly and individuals with disabilities by going to their residence to assist with the completion of applications.



“Our indigent medical services are mandated; everything else we provide is grant-funded, with the objective of self-sufficiency. One size doesn’t fit all, so policy needs to be flexible enough to fit community-specific needs, and designed with confidence in each county’s ability to effectively manage its own programs.”

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Services

- ◆ Assistance to Victims of Sexual Assault
- ◆ Provide, through grant funds, emergency services to those in need to the extent that funds are available (CSBG-Community Services Block Grant, ESG-Emergency Solutions Grant, WSAP-Welfare Set Aside Grant)
- ◆ Low-income Housing
- ◆ Past due rent/mortgage assistance
- ◆ Utility/Security deposits
- ◆ Past due utilities (telephone not included)
- ◆ Emergency food vouchers
- ◆ Emergency shelter assistance
- ◆ Emergency dental assistance
- ◆ Emergency prescription assistance
- ◆ Emergency Indigent Medical Assistance-County funds
- ◆ Indigent burial/cremation-County funds
- ◆ Senior nutrition and transportation
- ◆ “Footprints” afterschool program
- ◆ Intake site for Low Energy Assistance Program
- ◆ Area representative for the Nevada Rural Housing Authority
- ◆ Free prescription discount cards

We also assist Mt. Wheeler Power with administration of the CARE program during the heating season and the Santa's Elves program at Christmas, and we work with the Boy Scouts of America and the Girl Scouts of America with food boxes at Christmas for those in need

“Our biggest success is in helping people get off of federal assistance. Our outreach is personalized ~ seniors and families can get what they need, when they need it.”



Our community partners include

Rural Nevada Development Corporation, District Court judges and Juvenile Probation, Head Start, Family to Family, local service organizations (Elks, Lions Club), non-profit agencies, Ministerial Association, the Sheriff's Department, the school district, local law enforcement, Food Bank, Geotemp, Salvation Army, and a number of State agency offices (e.g. Welfare, Unemployment).



The Nevada Association of County Human Services Administrators (NACHSA)